EAST Search History

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L12	9	L7 and ((instant adj messag$5) chat)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 13:34
L11	67	L8 and ((instant adj messag$5) chat)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 13:34
L9	9	L8 and (instant adj messag$5 adj protocol)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 13:34
L10	0	L7 and (instant adj messag$5 adj protocol)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 13:33
L8	161	(automat$8 near3 call near5 distribut$8) and L5	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 13:33
S24 2	0	(automat$8 near3 call near5 distribut$8) and (plural$7 multipl$5 various) near5 (instant near4 messag$7 near5 protocol)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 13:31
L7	107	(automat$8 near3 call near5 distribut$8) and L6	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 13:31

L6	134	L4 and (call adj center)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 13:31
L5	662	L2 and (call adj center)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 13:31
L1	53	capabilit$5 near4 based near4 rout$5 and (call adj center)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 13:30
L4	1468	379/263,269,267,309.ccls.	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 13:29
L3	662	L2 and (call adj center)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 13:29
L2	52940	"709"/$.ccls.	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 13:29
S22 5	0	09/339969	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 13:05

S24 3	69	(automat$8 near3 call near5 distribut$8) and (instant near4 messag$7 near5 protocol)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 11:20
S24 1	0	(automatic near3 call near5 distribut$8) and (plural$7 multipl$5 various) near5 (instant near4 messag$7 near5 protocol)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 11:19
S23 6	7	(automatic near3 call near5 distribut$8) and agent near5 (terminal workstation) same (resource capabilit$6) and (AOL MSN)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 11:18
S24 0	0	agent near5 (terminal workstation) and (plural$7 multipl$5 various) near5 (instant near4 messag$7 near5 protocol)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 11:17
S23 9	0	agent near5 (terminal workstation) same (plural$7 multipl$5 various) near5 (instant near4 messag$7 near5 protocol)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 11:17
S23 8	0	agent near5 (terminal workstation) same (plural$7 multipl$5 various) near5 (instant near4 messag$7 near5 protocol) same(AOL MSN)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 11:17
S23 7	7	agent near5 (terminal workstation) same (resource capabilit$6) and (AOL MSN)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 10:56

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S23 0	11	(automatic near3 call near5 distribut$8) and agent near5 (terminal workstation) same (resource capabilit$6) and (IM (instant near3 message)) near5 (protocol)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 10:15
S23 5	7	private adj4 chat adj room with Instant near2 message	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/04/02 09:53
S23 4	0	private adj4 chat adj room near4 Instant near2 message	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/04/02 09:53
S23 3	0	chat adj room near4 private near4 Instant near2 message	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/04/02 09:53
S23 2	160	chat adj room near4 Instant near2 message	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/04/02 09:53
S21 6	569	chat near4 Instant near2 message	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/04/02 09:51
S23 1	47	chat near4 Instant near2 message and (automatic near3 call near5 distribut$8)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/04/02 09:28
S22 2	2	(automatic near3 call near5 distribut$8) and (IM (instant near3 message)) near5 (protocol) near4 (type capabilit$5)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 09:21

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S22 9	0	09/339969	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 09:16
S22 8	1	09/587414	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 09:16
S22 6	824	Andersson and ericsson	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 09:15
S22 7	2	Andersson adj4 jason and ericsson	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 09:13
S22 4	2	"5903877".pn.	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 09:12
S22 3	2	"6560329".pn.	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 09:08
S22 1	0	(automatic near3 call near5 distribut$8) same (IM (instant near3 message)) near5 (protocol) near4 (type capabilit$5)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 08:59

S22 0	12	("6122364" | "6215783" | "6249820" | "6278532" | "6337858" | "6360266" | "6373836" | "6377944" | "6404875" | "6456749" | "6625643" | "6658106"). PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2007/04/02 08:57
S21 9	6	("5825869" | "6327364" | "6611590" | "6650748" | "6661889" | "6724884"). PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2007/04/02 08:50
S21 8	166	Instant adj message adj chat	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/04/02 08:43
S21 7	3	10/229514	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/04/02 08:35
S21 5	2	"6985576".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/04/02 08:29

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7. **Caller acceptability of network interactions for advanced intelligent netwc**
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Mary C. Twitchell
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Anil Swami
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The paper looks at how process simulation can provide managers with a powerful means to make better decisions in building the business through reengineering initiatives. An illustrative simulation model is used to demonstrate the powerful application of process simulation in reengineering. The model shows the order to delivery process (or order management) of a computer hardware manufacturer in the current state and in the future state after reengineering. Using key performance metrics managers ...

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Keywords: 24 hour help desk, call center, support services

8   Creating the customer service team: an ongoing process

Theresa Duhart, Paul Monaghan, Tom Aldrich
November 1999 **Proceedings of the 27th annual ACM SIGUCCS conference on User services: Mile high expectations SIGUCCS '99**
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Keywords: customer service, help desk, service desk, small schools, support partnership agreement

9   CTI in the corporate enterprise

James J. Wetterau
July 1998 **International Journal of Network Management**, Volume 8 Issue 4
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> The goal of computer telephony integration (CTI) is to present information about the caller on a data screen, while the call is in progress. It has the potential to reduce the cost of customer contact, and improve the quality of customer service. So how, precisely, is this done? © 1998 John Wiley & Sons, Ltd.

10 <u>Sensitivity of output performance measures to input distributions in queueing network modeling</u>
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